

## **Answers to Commonly Asked Vaccine Ordering Questions**

### **1. When must your order be submitted to the Immunization Program?**

All vaccine orders must be received by the 1st business day of the month. Orders submitted after that date run the risk of not being filled. It is imperative that providers make every effort to submit their orders in a timely fashion since we supply vaccine to over 600 provider sites statewide.

### **2. What should be done if you run short of vaccines before your next ordering cycle?**

Shipping of vaccines are handled by the national distributor McKesson Specialty based in Memphis, TN. Vaccines are shipped Monday-Thursday of each week. Due to the high cost of shipping vaccines providers are allowed to place only one order per month unless extraordinary circumstances exist in which case an emergency order can be facilitated. We ask providers to maintain a 2-2 ½ month supply of vaccine on hand to handle any increase in patient load. Should you run short of vaccine before your next order we ask that you try to borrow from another practice in your area and replace that vaccine when your next order is shipped. When borrowing vaccine providers must fill out a vaccine transfer form and fax a copy of that form to the Immunization Program at (860) 509-8371.

### **3. What should be done with expired or wasted vaccines?**

Vaccines are expensive. Every effort should be made to use up all doses of vaccine before they expire. Providers who will not be able to use up all their vaccine must call the Immunization Program at (860) 509-7929 at least 2-3 months before expiration to help facilitate a transfer of those doses to another office. Any doses that do expire or get wasted due to exposure to improper temperatures need to be sent back to McKesson in a pre-paid insulated shipping container. The containers are the same containers McKesson uses to ship vaccine. If a provider does not have a container in their office they should keep the expired vaccines to the side until their next shipment is sent. Once they have unpacked their new order they can place the expired vaccines in the container for return to McKesson. A vaccine wastage form needs to be completed and placed in the box with the vaccines for return. A copy of the wastage form needs to be faxed to the Immunization Program as well.

### **4. What if changes occur in my practice?**

Any changes to the practice including changes to the shipping hours, facility name, address, telephone/fax numbers, addition of new physicians, etc. should be reported as soon as possible. Changes to the office address and shipping hours will be shared with McKesson and with Merck who direct ships varicella vaccine.

### **5. What if your office is closing for vacation?**

On the provider profile each office is asked to submit the days and times they are open for delivery of vaccine. The Immunization Program must be notified anytime your office will be closed other than the times listed on your profile. Failure to notify may result in your office being financially responsible for vaccine shipped during an office closing.

### **6. What should I do if changes in my ordering pattern occur?**

If your practice sees a significant increase in patient visits, please reflect that in the comments section of your Vaccine Ordering Form. Keep in mind that the amount of Pneumococcal Conjugate Vaccine (PCV) you receive is based on your VFC population under five years of age. If that number increases, it is your responsibility to contact us to request more PCV.